



IFW

PATENT
Customer No. 25,537
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Douglas J. COWELL et al.) Group Art Unit: 2614
Application No.: 09/692,926) Examiner: Le, Karen L.
Filed: October 20, 2000) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR)
CALL CENTER SCREENING)

MAIL STOP Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In response to the Office Action mailed May 4, 2006, the period for response thereto extending through August 4, 2006, please amend the above-identified application as follows:

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.